

AMENDED IN ASSEMBLY APRIL 13, 2009

CALIFORNIA LEGISLATURE—2009—10 REGULAR SESSION

ASSEMBLY BILL

No. 423

Introduced by Assembly Member Torres

February 23, 2009

An act to amend Sections ~~53114.1, 53114.2, 53114.2, 53115.1,~~ and 53115.2 of the Government Code, relating to emergency telephone systems.

LEGISLATIVE COUNSEL'S DIGEST

AB 423, as amended, Torres. Emergency telephone systems.

~~Existing law, the Warren-911-Emergency Assistance Act, requires the Communications Division of the Department of General Services to consult at regular intervals with specified entities and individuals in order to accomplish the responsibilities specified by the act.~~

~~This bill would add the Commission on Peace Officer Standards and Training to the specified entities and individuals that the Communications Division is required to consult with at regular intervals in order to accomplish the responsibilities specified by the act.~~

Existing law, *the Warren-911-Emergency Assistance Act*, requires the Communications Division *of the Department of General Services* to review and update technical and operational standards for public agency systems, after consultation with specified entities and individuals.

The bill would require the review and update of technical and operational standards for public agency systems to include standards for recruitment and training of public safety dispatchers. ~~The bill would also require the review and update to be completed on or before December 31, 2010, to include evaluations of issues related to the receipt of calls in a language other than English by public safety dispatchers~~

at a Public Safety Answering Point, the need for additional recruitment of multilingual public safety dispatchers, and whether the Communications Division should require all public safety dispatchers to complete the Public Safety Dispatcher Course offered by the Commission on Peace Officer Standards and Training.

Existing law also requires the State 911 Advisory Board to advise the Communications Division on specified subjects, including training standards for county coordinators and ~~Public Safety Answering Point~~ *public safety answering point* managers.

The bill would *add a representative from the Commission on Peace Officer Standards and Training to the State 911 Advisory Board. The bill would also* modify the requirement that the State 911 Advisory Board advise the Communications Division on training standards for county coordinators and ~~Public Safety Answering Point~~ *public safety answering point* managers to also require the State 911 Advisory Board to advise the Communications Division on training standards for public safety dispatchers, *and advise the department concerning issues related to the receipt of calls in a language other than English.*

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

1 ~~SECTION 1. Section 53114.1 of the Government Code is~~
2 ~~amended to read:~~
3 ~~53114.1. To accomplish the responsibilities specified in this~~
4 ~~article, the Communications Division is directed to consult at~~
5 ~~regular intervals with the State Fire Marshal, the State Department~~
6 ~~of Health Services, the Governor's Office of Traffic Safety, the~~
7 ~~Office of Emergency Services, the California Council on Criminal~~
8 ~~Justice, a local representative from a city, a local representative~~
9 ~~from a county, the public utilities in this state providing telephone~~
10 ~~service, the Associated Public Safety Communications Officers,~~
11 ~~the Emergency Medical Services Authority, the Department of the~~
12 ~~California Highway Patrol, the Commission on Peace Officer~~
13 ~~Standards and Training, and the Department of Forestry and Fire~~
14 ~~Protection. These entities and individuals shall provide all~~
15 ~~necessary assistance and consultation to the Communications~~
16 ~~Division to enable it to perform its duties specified in this article.~~

1 ~~SEC. 2.~~

2 *SECTION 1.* Section 53114.2 of the Government Code is
3 amended to read:

4 53114.2. ~~(a)~~ Technical and operational standards for the
5 development of the public agency systems shall be established and
6 reviewed by the Communications Division on or before December
7 31, 1973, after consultation with all entities and individuals
8 specified in Section 53114.1. On or before December 31, 1976,
9 and each even-numbered year thereafter, after consultation with
10 all entities and individuals specified in Section 53114.1, the
11 Communications Division shall review and update technical and
12 operational standards for public agency systems, including, but
13 not limited to, standards for recruitment and training of public
14 safety dispatchers.

15 ~~(b) The review and update required pursuant to subdivision (a)~~
16 ~~that is to be completed on or before December 31, 2010, shall~~
17 ~~include evaluations of issues related to the receipt of calls in a~~
18 ~~language other than English by dispatchers at a Public Safety~~
19 ~~Answering Point (PSAP), the need for additional recruitment of~~
20 ~~multilingual public safety dispatchers, and whether the~~
21 ~~Communications Division should require all public safety~~
22 ~~dispatchers to complete the Public Safety Dispatcher Course~~
23 ~~offered by the Commission on Peace Officer Standards and~~
24 ~~Training.~~

25 *SEC. 2.* Section 53115.1 of the Government Code is amended
26 to read:

27 53115.1. (a) There is in state government the State 911
28 Advisory Board.

29 (b) The advisory board shall be comprised of the following
30 members appointed by the Governor who shall serve at the pleasure
31 of the Governor.

32 (1) The Chief of the California 911 Emergency Communications
33 Office shall serve as the nonvoting chair of the board.

34 (2) One representative from the Department of the California
35 Highway Patrol.

36 (3) Two representatives on the recommendation of the California
37 Police Chiefs Association.

38 (4) Two representatives on the recommendation of the California
39 State Sheriffs' Association.

1 (5) Two representatives on the recommendation of the California
2 Fire Chiefs Association.

3 (6) Two representatives on the recommendation of the CalNENA
4 Executive Board.

5 (7) One representative on the joint recommendation of the
6 executive boards of the state chapters of the Association of
7 Public-Safety Communications Officials-International, Inc.

8 (8) *One representative from the Commission on Peace Officer*
9 *Standards and Training.*

10 (c) Recommending authorities shall give great weight and
11 consideration to the knowledge, training, and expertise of the
12 appointee with respect to their experience within the California
13 911 system. Board members should have at least two years of
14 experience as a ~~Public Safety Answering Point (PSAP)~~ *public*
15 *safety answering point* manager or county coordinator, except
16 where a specific person is designated as a member.

17 (d) Members of the advisory board shall serve at the pleasure
18 of the Governor, but may not serve more than two consecutive
19 two-year terms, except as follows:

20 (1) The presiding Chief of the California 911 Emergency
21 Communications Office shall serve for the duration of his or her
22 tenure.

23 (2) Four of the members shall serve an initial term of three years.

24 (e) Advisory board members shall not receive compensation
25 for their service on the board, but may be reimbursed for travel
26 and per diem for time spent in attending meetings of the board.

27 (f) The advisory board shall meet quarterly in public sessions
28 in accordance with the Bagley-Keene Open Meeting Act (Article
29 9 (commencing with Section 11120) of Chapter 2 of Part 1 of
30 Division 3 of Title 2). The Telecommunications Division shall
31 provide administrative support to the State 911 Advisory Board.
32 The State 911 Advisory Board, at its first meeting, shall adopt
33 bylaws and operating procedures consistent with this article and
34 establish committees as necessary.

35 (g) Notwithstanding any other provision of law, any member
36 of the advisory board may designate a person to act as that member
37 in his or her place and stead for all purposes, as though the member
38 were personally present.

39 SEC. 3. Section 53115.2 of the Government Code is amended
40 to read:

1 53115.2. (a) The State 911 Advisory Board shall advise the
2 Communications Division of the Department of General Services
3 on all of the following subjects:

4 (1) Policies, practices, and procedures for the California 911
5 Emergency Communications Office.

6 (2) Technical and operational standards for the California 911
7 system consistent with the National Emergency Number
8 Association (NENA) standards.

9 (3) Training standards for county coordinators, Public Safety
10 Answering Point (PSAP) managers, and public safety dispatchers.

11 (4) Budget, funding, and reimbursement decisions related to
12 the State Emergency Number Account.

13 (5) Proposed projects and studies conducted or funded by the
14 State Emergency Number Account.

15 (6) Expediting the rollout of Enhanced 911 Phase II technology.

16 (b) Upon request of a local public agency, the board shall
17 conduct a hearing on any conflict between a local public agency
18 and the Communications Division regarding a final plan that has
19 not been approved by the Communications Division pursuant to
20 Section 53114. The board shall meet within 30 days following the
21 request, and shall make a recommendation to resolve the conflict
22 to the Communications Division within 90 days following the
23 initial hearing by the board pursuant to the request.

24 (c) *The advisory board shall advise the department concerning*
25 *issues related to the receipt of calls in a language other than*
26 *English by dispatchers at a public safety answering point, the need*
27 *for additional recruitment of multilingual public safety dispatchers,*
28 *and evaluation of the need to create standardized basic and*
29 *advanced training programs for all dispatchers assigned part time*
30 *of full time to a public safety access point.*